

**Tuesday, Dec. 8, 2020**  
**8:30 – 11:30 a.m. CT**

**Registration Deadline:**  
Dec. 4, 2020

### Questions?

Contact LAI at 515-440-4630 or email us at [info@LeadingAgeIowa.org](mailto:info@LeadingAgeIowa.org)

### Refund Policy

No-shows will be billed. No refunds for failure to log-in at the time of the event. Substitutions welcome anytime via email. All cancellation and substitution requests must be emailed to Amy Huisman ([ahuisman@LeadingAgeIowa.org](mailto:ahuisman@LeadingAgeIowa.org)). A full refund will be given to all cancellations received 10 or more business days prior to the program. A \$25 administrative fee will be charged to all cancellations received six to nine business days prior to the program. No refunds will be given to cancellations received five or fewer business days prior to the program. Refunds will be calculated by the date received and the LeadingAge Iowa business days remaining prior to the program. LeadingAge Iowa reserves the right to cancel the program due to insufficient enrollment in which case pre-registered participants will be notified and full refunds provided.

### Register at

[www.LeadngAgeIowa.org](http://www.LeadngAgeIowa.org)

5004-20

This event is scheduled in a virtual, live-streaming webinar format. To meet the regulatory and education requirements, participants must stay for the entire event to receive credit. The program will NOT be recorded, so you MUST attend on the day the event is scheduled. Contact [Amy Huisman](#) for details or questions.

### Overview

Conflict is normal. In fact, it's healthy. Yet, too many people gauge a good day at work by whether they avoided conflict with their colleagues. Conflict can fuel creativity, promote better problem solving, forge stronger team dynamics, and shape better decision making. It's time to reconsider our understanding of conflict and look towards a more advanced mindset, better approaches, and a precise skillset to become a successful conflict navigator.

In this workshop, participants will expand their understanding of what conflict is and learn how to use a practical set of conflict navigation skills to advance agendas, promote mutual learning, and enhance relationships at work. We've conducted a broad study of the leading approaches to navigating conflict, blended it with fascinating research on the role that the brain plays in successful conflict navigation, and built a workshop that equips participants with a practical, accessible, and expanded toolkit for handling a range of common conflict situations.

### Learning Objectives

- Gain a new outlook on the positive role that conflict can play at work.
- Discuss a foundational understanding of the neuroscience of conflict.
- Grasp an awareness of four crucial elements of a conflict navigation mindset.
- Differentiate between intention and impact.
- Develop a robust set of techniques to navigate a range of common conflicts at work more effectively.

### Who Should Attend

CEOs, Nursing Home Administrators, DONs, Nurse Leaders, Social Workers, Department Heads, and Assisted Living Managers. Appropriate for nursing home, assisted living, home and community based services, and adult day services.

### Faculty

#### Margie Gozdoff, Edgework Consulting

Margie has more than 25 years of experience in coaching, facilitation, sales, and training and has been working for Edgework since 2001. She creates an honest learning environment that both challenges and supports individuals and groups as they work on leadership development, relationship building, presentation skills, and coaching skills. She has coached extensively with both new and veteran managers in organizations, as well as the C-suite. Margie has worked with organizations such as Fleet Bank, Bristol Meyers Squibb, the International Rescue committee, MIT Sloan, Fidelity Investments, J Jill, APAC Customer Service, MIT Sloan, and Tufts University. Margie is a graduate of Gibbs College and received her coaching certification from the International Coaching Academy.

## Continuing Education Credit

Iowa Board of Nursing Provider #67 – 2.75 contact hours. Providership regulations do not allow for partial credit to be given for any portion of this program. You must attend the entire session to receive credit. Retain certificate for four years.

Nursing Home Administrators – This session is intended to meet the criteria established by the Iowa Board of Examiners for Nursing Home Administrators for 2.75 contact hours. You must attend the entire session to receive credit. No partial credit allowed. Retain certificate for four years.

Assisted Living Leadership Recertification – This session is 2.75 hours toward continuing education for maintaining Assisted Living Leadership Certification.

Social Workers – 2.75 contact hours. This program is intended to meet the criteria established by the Iowa Board of Social Work Examiners. If audited, you will be asked to provide your certificate of attendance and program material. You must attend the entire session to receive credit. Retain certificate for four years.

For other long term support and service provider professionals not listed above: Most licensure boards, credentialing agencies and professional organizations have processes that allow individuals to earn a certain number of CEUs for non-preapproved programs and/or to accommodate self-submission for approval of continuing education hours after the event takes place with proper documentation from the program sponsors. Most also require information objectives, date/time of presentation, agendas, faculty bios, and number of hours earned. If you require information for this purpose, please contact [Amy Huisman](#) in advance for assistance.

## Registration Information & Fees

Register at [www.LeadingAgeIowa.org](http://www.LeadingAgeIowa.org). Fees are per connection at a facility. Registration instructions and handout materials will be sent to the contact person listed on the registration 1-2 days prior to the program.

LeadingAge Iowa Member Facility	\$95
Prospective Member Facility	\$190

Registration fee includes electronic handout, one connection to the live webinar, and instructions for receiving CE credit/attendance certificate. A recording of this webinar is NOT included in the registration fee.

## Upcoming Education

- Dec. 8 [Ethical Considerations in LTC Webinar](#)
- Dec. 9-11 [Navigating MDS 3.0 Webinar Series](#)
- Dec. 15 [5-Star Staffing Rating Webinar](#)
- Jan. 5 Cultivating LTC Leaders Series: Mastering the Long-Term Care Survey Process Part I: Survey Process
- Jan. 14 Managing Therapy Needs to the Client with Compromised Respiratory Function Webinar
- Jan. 19 Standards of Care Series: Reducing Infections in Long-Term Care Facilities
- Jan. 21 Treatment and Documentation for In-Room Therapy Sessions Webinar
- Jan. 28 [Nurse Leadership Virtual Symposium](#)